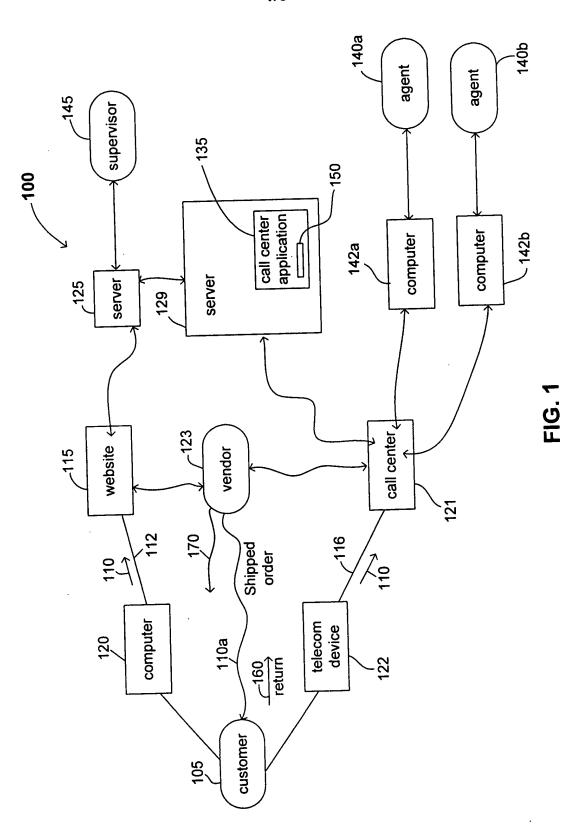
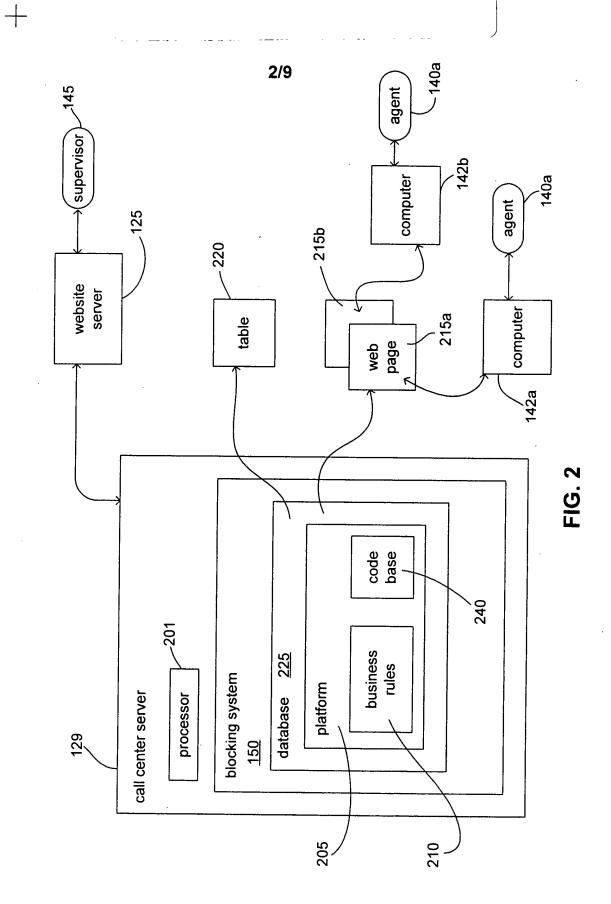
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APPARATUS AND PROCESS FOR BLOCKING PRODUCT RETURNS

Inventors: Cynthia Zelanis, et al. Atty. Docket No.: 200205290-1 Application No.: 10/642,876



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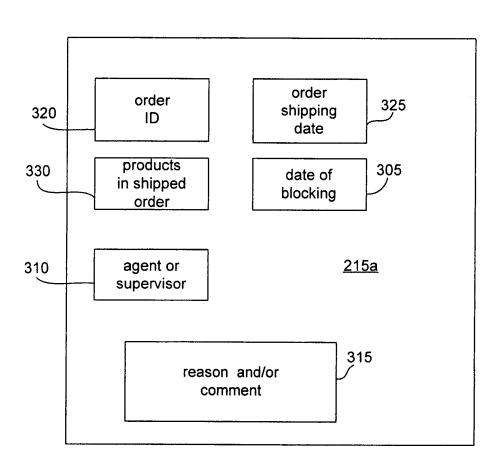


FIG. 3

Inventors: Cynthia Zelanis, et al. Atty. Docket No.: 200205290-1 Application No.: 10/642,876

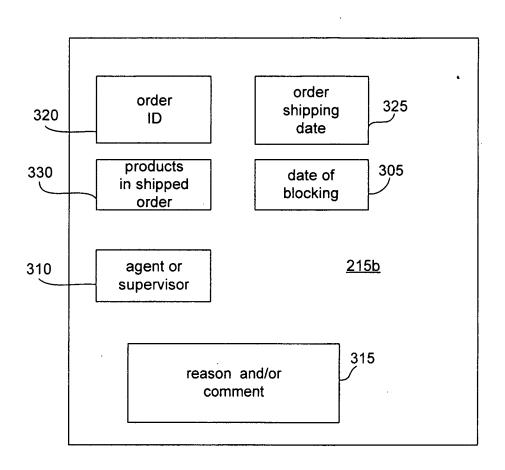


FIG. 4

Inventors: Cynthia Zelanis, et al. Atty. Docket No.: 200205290-1 Application No.: 10/642,876

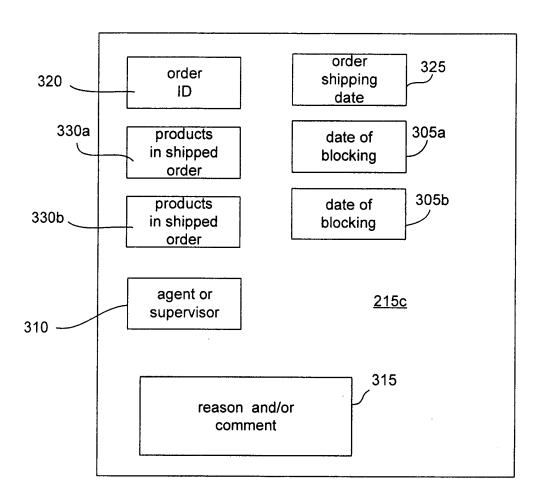


FIG. 5

Inventors: Cynthia Zelanis, et al. Atty. Docket No.: 200205290-1 Application No.: 10/642,876

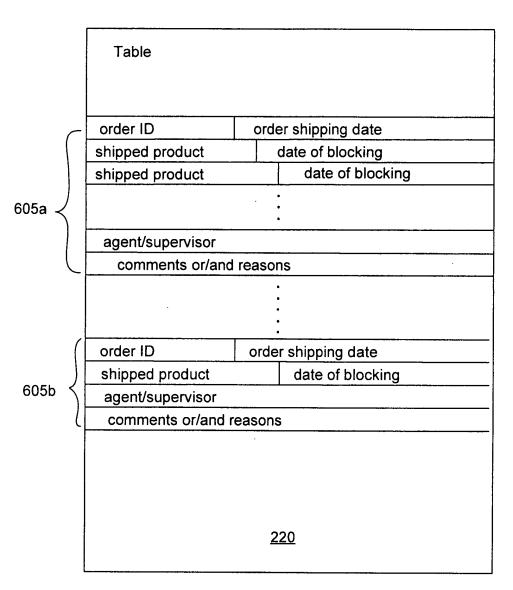


FIG. 6

APPARATUS AND PROCESS FOR BLOCKING PRODUCT RETURNS Inventors: Cynthia Zelanis, et al. Atty. Docket No.: 200205290-1 Application No.: 10/642,876 7/9 700 start 705 submit order to purchase a product 710 ship the purchased product to the customer 711 determine if a return of the purchased product should be approved or not approved 712 approve No product return? block the return of 725 the product accept & process the return of the purchased product (optional) unblock the return of the product in some instance

FIG. 7

715

720

end

Inventors: Cynthia Zelanis, et al. Atty. Docket No.: 200205290-1 Application No.: 10/642,876

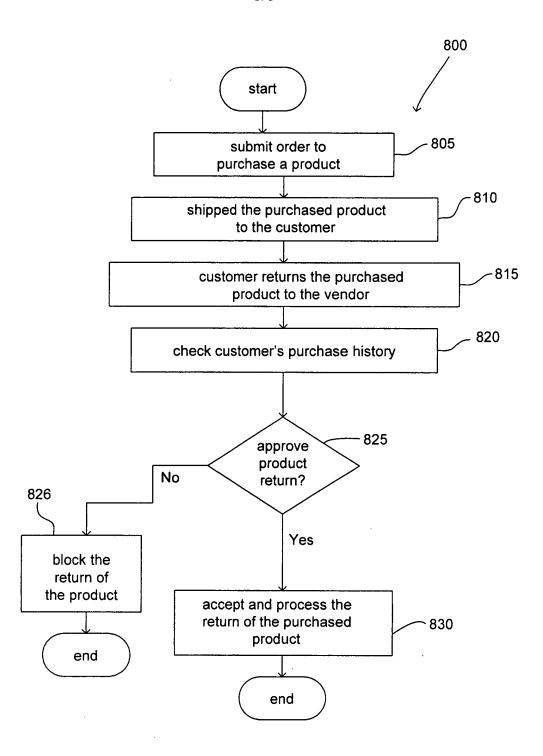


FIG. 8

PRODUCT RETURNS Inventors: Cynthia Zelanis, et al. Atty. Docket No.: 200205290-1 Application No.: 10/642,876 900 9/9 start submit order to purchase a 905 product shipped the purchased product 910 to the customer Investigate possible lost products 915 from the shipped order ship a replacement product(s) 920 to the customer 925 charge the cost of the replacement product(s) to an account of the vendor - 930 If the customer returns one of the purchased product or replacement product to the vendor, then accept a return of the purchased product or replacement product 935 credit the account of the vendor for the returned product

APPARATUS AND PROCESS FOR BLOCKING

FIG. 9

end